

Bendria Fugnole

From: Ellen Plendl
Sent: Tuesday, August 11, 2026 9:32 AM
To: Consumer Correspondence
Subject: Docket No 20240068
Attachments: FW: Water; FW: Cross Creek Sewer Costs

Please see attached customer correspondence for Docket 20240068

Bendria Fugnole

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, August 11, 2026 8:55 AM
To: Ellen Plendl
Subject: FW: Water

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Betty Forton <bjforton@aol.com>
Sent: Sunday, August 9, 2026 8:59 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Water

Dear Governor Ron DeSantis

I am a resident of Cross Creek of Fort Myers 12813 Cold Stream dr. Fort Myers, FL 33912 a community of 905 mostly retired homeowners.

In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level

but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact our environment.

Thank you for your time and service.

Sincerely,

Betty Forton

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Bendria Fugnole

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, August 11, 2026 9:03 AM
To: Ellen Plendl
Subject: FW: Cross Creek Sewer Costs
Attachments: CROSS CREEK SEWER COSTS.docx

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: ELOISE MINOR <minor1011@comcast.net>
Sent: Friday, August 7, 2026 5:05 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Cross Creek Sewer Costs

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.